



**University Hospitals
Coventry and Warwickshire**
NHS Trust

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Our ref: FOI – 5162

Date: 15 February 2019

By email only

Dear

We write further to your request for information under the Freedom of Information Act dated 21st January 2019. We have set out your request, together with our response below.

1. Does the Trust routinely publish the complaints data it reports to NHS Digital (KO41a) via any other public channel, i.e. on your website (please indicate YES or NO in the box below)? If YES, please provide details of where and how frequently you publish this data.

YES	x
NO	

We publish complaints data and performance in the Trust's Quarterly Patient Experience Report which is presented at the open Trust Board session. We also provide comprehensive complaints data and performance in the Trust's Complaints Annual Report.



We **Care.** We **Achieve.** We **Innovate.**

2. Does the Trust routinely publish, make public or evidence the outcomes and/or learning taken from complaints received (please indicate YES or NO in the box below)? If YES, please provide details of where and how frequently you publish this data.

YES	x
NO	

We provide examples of the actions the Trust has identified to learn from complaints in the Trust's Quarterly Patient Experience Report and in the Trust's Annual Report.

3. Do you record complaints made by third parties who don't have the expressed consent of the patient(s)? i.e. members of the public, people visiting other patients and/or external non-medical contractors who have concerns about the way patients are being treated or cared for.

YES	x
NO	

Yes we record and report on complaints received from third parties in the same way that we do complaints received from patients or their representatives.

4. If you record complaints made by third parties, please could you provide the numbers of complaints received by your NHS Trust for the following financial years?

2015/16	0
2016/17	0
2017/18	1

NB: Third party complaints are often an aspect of a complaint brought by a patient about their care or by a representative who, at the same time as raising concerns about the patient they are representing, raises concerns about the care, treatment or experience of other patients.

5. Do you record complaints made by third parties in your official complaints figures as reported to NHS Digital (KO41a)?

YES	x
NO	

As we have provided the information that we do hold your request is now closed. We trust that this is satisfactory but if you are dissatisfied with the way that it has been handled you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Geoff Stokes, Director of Corporate Affairs, UHCW, Clifford Bridge Road, Coventry CV2 2DX.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

Andrea Phillips
FOI & Access to Health Records Manager